

StaffSkills

Case Management/Coaching Series

Module Two

Assessment

- The systematic process of gathering information for the purpose of making decisions.
- A linking strategy to help individuals conceptualize themselves and their options with increased accuracy and insight.
- An individualized process based on the person's need.

Assessment Interviews

The 4 elements of effective
communication

4 Elements of Effective Communication on Interviews

- Types of questions and responses
- Reading non-verbal cues
- Overcoming objections and keeping focused
- Focused diagnostic questioning (specific questions)

Types of Questions and Responses

- Open-ended
- Closed
- Paraphrase
- Transitional
- Re-statement
- Reflective
- Summarizing

Questions to Avoid

- Leading Questions
- Multiple Questions
- Why Questions

4 Areas of Work Readiness

- Customer has **“work ready” attitude**, including understanding of “world of work” issues

4 Areas of Work Readiness

- Customer has a **realistic job goal** (skills abilities, knowledge match labor market) and demonstrates motivation to work now

4 Areas of Work Readiness

- Customer is able to present skills, abilities, and knowledge verbally and in writing (“**job search readiness**”)

4 Areas of Work Readiness

- There are **no significant barriers to employment** (based on customer's words and file information) that have not been addressed